

Documentation Upload Quick Tips

Provider Portal



Use this Provider Portal quick guide to review upload size limits, accepted file types, and steps to take when documents exceed the maximum file size.

Upload Limits

Claims - Related Document Uploads:

- ✓ **100 MB** maximum upload size



Upload Type:

Medical Records, Itemized Bills, Coordination of Benefits (COB) Documents

- To upload claims-related documents: Log in to the Provider Portal, select Claims > Claim Information and Attachments

Prior Authorization Attachments and Grievance and Appeals Uploads:

- ✓ **20 MB** maximum upload size



Upload Type:

Prior Authorization Attachments, Disputes, Appeals, and Grievances

- To upload prior authorization attachments: Log in to the Provider Portal, select Providers > Prior Authorization and Notifications
- To upload grievance attachments: Log in to the Provider Portal, select Providers > File a Grievance
- To upload dispute attachments: Log in to the Provider Portal, select Claims > Disputes
- To upload post-service appeal attachments: Log in to the Provider Portal, select Claims > Post-Service Appeals
- To upload pre-service appeal attachments: Log in to the Provider Portal, select Providers > Prior Authorization and Notifications



Accepted File Types

Accepted formats include .pdf, .doc, .xls, .rtf, .txt, .gif, .jpg, .tif, .png, .bmp, and .emf.

Not accepted:

zipped or compressed files



Key Tip

If a file exceeds the upload limit, break it into smaller files and upload them separately.

- For prior authorization or grievance and appeals uploads, ensure each file is under **20 MB**.
- For claims-related uploads, ensure each file is under **100 MB**.

Each uploaded file will be associated with the transaction it is submitted against.



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